vEOC User Manual v2.0



Last Modified: Feb 14, 2012

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OVERVIEW

This is a user manual for the virtual Emergency Operations Center (vEOC) consisting of 3parts: The trainee Console, The Exercise Developer Console, and the Researcher Console.

PREFACE:

Open a ***Firefox*** web browser and enter the following URL into the address bar: http://veocdev.crc.nd.edu/veoc/RegularLogin.php. NOTE: the software will not work yet on any other browser. Ensure popup blockers are disabled. NOTE[2]: You also may have to download a plug-in. If asked, download and install the plug-in and enable pop-ups.

NOTE: You may receive a note at the top of your screen stating that "Firefox prevented this site from opening 2 pop-up windows." If this happens, click on the "Options" button on the upper right hand side of the error bar and allow pop-ups for this site. Then reload the page and hit resend when the pop-up window appears. Next, you will receive an error from the vEOC stating that "This player is already taken. Please choose another player." Please let me know, and I will reset the player for you.

Installation

PART I: THE TRAINEE CONSOLE

LOGIN

The vEOC user login will appear. Use the following username and password.

username: testuser

password: miamidaderocks

Click Log In

Once you log in, you will have the option to take a tutorial or to begin using the system. Select *No, take me to the vEOC* by clicking in the picture under that caption. For the User's Guide to work you will have to select a script, group role and individual role. Login using the ***any*** script and use the Public Safety Group ***Coast Guard*** position. The script is the event that created the emergency, ie a hurricane. The group role is the part of the management infrastructure represented, ie Public safety. The individual role is the person represented, ie Coast Guard.

Once you login, two main panels will appear on your screen, the **main panel on the left**, and **the exercise panel on the right**. If you close one of the panels by clicking the X in the top right hand corner, there is no way to reopen it except Log Out and start all over.

CONSOLE FAMILIARIZATION

Each of the panels has several gray bars or tabs . Each of the tabs has item that can be selected under it. Click on a gray title bar such as "Boards." Note how the menu collapses. Click on it again and note how it expands.

Pretend you are participating in an exercise. A Hurricane has just hit Miami.

Under Exercise Background there are three items: EOC Layout, Player Handbook, and Initial Status.

The EOC layout is the organizational seating chart for the Miami Dade EOC. To view the chart, click on EOC Layout. To exit single click the red x.

The Player Handbook gives the overview of the exercise. Single click on Player Handbook to open and view the Player Handbook. To exit single click the red x.

The Initial Status reports on the situation when the EOC was activated for the current emergency.

Single click on Initial Status for a situational map of the area. To exit single click the red x.

The next tab is the boards and has five items: Position log, Significant events, Status Board, Mission/Tasks, and resource requests. To exit single click the red x

Click on the Position Log. This brings up the Position Log. It is used to record events that occur during the shift. To enter events, click "Add Position Log". Fill in the event and press Submit. The log may be viewed later by selecting "View Position Log." To exit single click the red x

Click on the Significant Events Log. This open the Significant events Log. Select Add Significant Events. Add significant event that occurred. Select submit. This makes the significant event available to all the other vEOC personnel. To view significant events, select View significant events. To exit single click the red x.

Status Board: Status boards is not complete at this time

Single Click on Mission/Tasks. This opens the View Mission/ Tasks tab. If you need to add a mission/task select the Add Mission/Task tab. This will open the Add Mission/ Task screen where you will select your position and then select whether it is a mission or a task. Select the priority. Now you can write up the mission/Task needed. When you are finished send your mission task by clicking on submit.

There are tabs for editing a mission/Task and for deleting a mission/task. When you are finished in the Mission/ Task single click the red x from any tab to exit.

Single click Resource Requests. The tab opens a list of Resources that have been requested. The tabs at the top allow you to submit a request for resources, edit a Resource /Request or Delete a Resource Request..

Clicking on CNN under Links will bring up CNN. To exit click the red x.

Clicking on the national weather service under links will bring up the national weather Service. To exit click on the red x.

Open the incident action plan by clicking on it. This shows the EOC's plan to handle the emergency. To exit this screen click the red x.

Open the disaster map by clicking on it. New or update information may be added to the map. Follow the instruction printed on the right side of the map. To exit click the red x.

To exit single click the red x.

Check to see if any shelters are currently open. (under reports menu, post a mission/task to the Salvation Army to provide care centers for refugees of the storm.

1.1 CHECK STARTING STATUS

1.2 CHECK STATUS OF SHELTERS

1.5 CREATE A MISSION/TASK

1.6 SUBMIT A RESOURCE REQUEST

1.7 CHECK THE STATUS OF A RESOURCE REQUEST

1.8 ASK A QUESTION TO THE DISASTER ASSISTANT

1.9 POST A POSITION LOG

1.10 LOGOUT

PART I: THE EXERCISE DEVELOPER CONSOLE

2.1 LOGIN

2.2 FAMILIARIZATION

2.3 CREATE TARGET CAPABILITIES

2.4 CREATE TARGET CAPABILITY METRICS

2.5 CREATE EXERCISE OBJECTIVES

2.6 UPDATE THE HANDBOOK DEVELOPER

2.7 CREATE A SCRIPT

2.8 ADD INJECT FROM DATABASE

2.9 ADD NEW INJECT

2.10 DELETE AN INJECT FROM THE SCRIPT

USER TUTORIAL

POSITION LOGIN

SELECT ROLE TO BE

SELECT SCRIPT TO USE FOR EXERCISE

COMMON OPERATING PICTURE

STARTING STATUS

CHECK STARTING STATUS

CREATE ABILITY TO HAVE MULTIPLE STARTING STATUSES

EXERCISE BACKGROUND

VIEW PLAYER HANDBOOK

VIEW EOC FLOOR PLAN

UPDATE TO INTERACTIVE FLOOR PLAN

ROAD CLOSURES

CHECK STATUS OF ROAD CLOSURES

CREATE STATUS OF ROAD CLOSURES

EDIT/UPDATE STATUS OF ROAD CLOSURES

DYNAMIC STATUS UPDATES

SHELTERS

CHECK STATUS OF SHELTERS

CREATE STATUS OF SHELTERS

EDIT/UPDATE STATUS OF SHELTERS

DYNAMIC STATUS UPDATES

HOSPITALS

CHECK STATUS OF HOSPITALS

CREATE STATUS OF HOSPITALS

EDIT/UPDATE STATUS OF HOSPITALS

DYNAMIC STATUS UPDATES

POINTS OF DISTRIBUTION (PODS)

CHECK STATUS OF PODS

CREATE STATUS OF PODS

EDIT/UPDATE STATUS OF PODS

DYNAMIC STATUS UPDATES

DISASTER MAP

VIEW THE DISASTER MAP

EDIT/UPDATE DISASTER MAP

CLEAR DISASTER MAP

SAVE DISASTER MAP

MISSION/TASKS

CREATE A MISSION/TASK

EDIT/UPDATE MISSION/TASK

DELETE MISSION/TASK

DYNAMIC STATUS UPDATES

RESOURCE REQUESTS

SUBMIT A RESOURCE REQUEST

ADD STANDARDIZED FEMA RESOURCE TYPING

EDIT/UPDATE A RESOURCE REQUEST

DELETE A RESOURCE REQUEST

CHECK THE STATUS OF A RESOURCE REQUEST

DYNAMIC STATUS UPDATES

SIGNIFICANT EVENTS

POST A SIGNIFICANT EVENT

EDIT A SIGNIFICANT EVENT

DELETE A SIGNIFICANT EVENT

DYNAMIC STATUS UPDATES

POSITION LOG

POST A POSITION LOG

EDIT A POSITION LOG

DELETE A POSITION LOG

LOGISTICS

ACQUIRE A CONTRACT RESOURCE

IN-HOUSE

OUT-HOUSE

LOG TO EM CONSTELLATION

DYNAMIC STATUS UPDATES

APPROVE A RESOURCE REQUEST

UPDATE A RESOURCE REQUEST

CHANGE THE STATUS OF RESOURCE REQUEST

ADD LOGISTICAL NOTES TO A RESOURCE REQUEST

PLANNING

CREATE INCIDENT ACTION PLANS

EDIT INCIDENT ACTION PLANS

DELETE INCIDENT ACTION PLANS

DISASTER ASSISTANT

ASK A QUESTION TO THE DISASTER ASSISTANT

UPDATE DISASTER ASSISTANT?

DASHBOARDS

LIVES SAVED, INJURED, DECEASED

ADD DASHBOARD DATA

UPDATE DASHBOARD DATA

DELETE DASHBOARD DATA

COST TO COUNTY

ADD DASHBOARD DATA

UPDATE DASHBOARD DATA

DELETE DASHBOARD DATA

VIEW A DASHBOARD

INJECTS

ACKNOWLEDGE INJECT

CLARIFY AN INJECT

RESPOND TO INJECTS

REVIEW RECEIVED INJECTS

LOG INJECTS

CHAT

INITIATE CHAT

END CHAT

RECEIVE CHAT

ACCEPT CHAT

REJECT CHAT

LOGGING

LOGOUT

AUTOMATIC LOGOUT IF TIME EXPIRES

AUTOMATIC LOGOUT IF USER CLOSES WINDOWS WITHOUT LOGGING OUT

PART II: THE EXERCISE CONTROLLER CONSOLE

3.1 START EXERCISE

LOGISTICS

4.4 ACQUIRE A CONTRACT RESOURCE

4.5 APPROVE/UPDATE A LOGISTICS REQUEST

DASHBOARDS

4.6 UPDATE DASHBOARD DATA

4.7 VIEW A DASHBOARD

COMMON OPERATING PICTURE

4.8 VIEW THE DISASTER MAP

EXERCISE CONTROLLER

5.1 VIEW A PLAYER REPORT

5.2 VIEW PLAYER EVALUATION METRICS

5.3 LOGOUT

LOGIN

MAIN BROWSER LOGIN MESSAGE

USER TUTORIAL

HANDBOOK DEVELOPER

UPDATE THE HANDBOOK DEVELOPER

ADD FIGURES TO HANDBOOK DEVELOPER

STARTING STATUS

CREATE STARTING STATUS

UPDATE STARTING STATUS

TEXT

INSERT TEXT

UPDATE TEXT

FIGURES

INSERT FIGURE

CHANGE FIGURE

DELETE FIGURE

CREATE MULTIPLE STARTING STATUS REPORTS

TARGET CAPABILITIES

ADD TARGET TO SCRIPT

ADD NEW TARGET CAPABILITY

ADD TARGET CAPABILITY FROM DATABASE

EDIT TARGET CAPABILITIES

DELETE TARGET CAPABILITIES FROM SCRIPT

TARGET CAPABILITY METRICS

ADD TARGET CAPABILITY METRICS TO SCRIPT

ADD NEW TARGET CAPABILITY METRIC

ADD TARGET CAPABILITY METRIC FROM DATABASE

EDIT TARGET CAPABILITY METRICS

DELETE TARGET CAPABILITY METRICS FROM SCRIPT

EXERCISE OBJECTIVES

CREATE EXERCISE OBJECTIVES

ADD EXERCISE OBJECTIVES TO SCRIPT

DELETE EXERCISE OBJECTIVES TO SCRIPT

2.5.4. CREATE EXERCISE HANDOUTS FOR EVALUATORS

SCRIPTING

CREATE A SCRIPT

EDIT SCRIPT

INJECTS

ADD INJECT FROM DATABASE

ADD NEW INJECT

DELETE AN INJECT FROM THE SCRIPT

EDIT AN INJECT

MOVE INJECTS AROUND AD-HOCLY

DELETE SCRIPT

IMPORT/UPLOAD SCRIPT

EXPORT SCRIPT

ARCHIVE SCRIPT

VIEW ARCHIVED SCRIPT?

DATABASE CONTROLS

CLEAR THE LOGS FOR THE SCRIPT

RESET THE LOGS FOR THE SCRIPT

CLEAR THE LOGS FOR THE PLAYER

EXERCISE CONTROLLER

USER TUTORIAL

CONTROL THE EXERCISE

START EXERCISE

PAUSE EXERCISE

TERMINATE EXERCISE

NEXT BLOCK

FAST TIME

MOVE INJECTS AROUND AD-HOCLY

PLAYER REPORTS

VIEW PLAYER REPORTS

FILTER PLAYER REPORTS

SORT PLAYER REPORT ELEMENTS

MORE DETAILED PLAYER REPORTS

LOGOUT

PART I: THE RESEARCHER CONSOLE

6.1 LOGIN

6.2 CHOOSE EXERCISE METRICS

6.3 VIEW LOGS

6.4 VIEW PLAYER REPORTS

6.5 VIEW PLAYER EVALUATION METRICS

MAIN BROWSER LOGIN MESSAGE

CHOOSE EXERCISE METRICS

PERCENTAGE INJECTS RECEIVED BUT NOT RESPONDED TO (MISSED)

AVERAGE INJECT RESPONSE TIME (WHEN DOES RESPONSE TIME START AND END?)

CORRECTLY RESPOND TO INJECTS

RESPONSE TO INJECTS WITHIN CAPABILITY METRICS

VIEW CHAT LOGS

ANALYZE CHAT LOGS

SORT CHAT LOG ELEMENTS

FILTER CHAT LOG ELEMENTS

VIEW POSITION LOGS

ANALYZE POSITION LOGS

SORT POSITION LOG ELEMENTS

FILTER POSITION LOG ELEMENTS

VIEW PLAYER REPORTS

CREATE MORE DETAILED PLAYER REPORTS

INCLUDE EXPECTED USER ACTIONS TO INJECTS

BETTER LOGGING

VIEW SINGLE PLAYER REPORT

ANALYZE PLAYER REPORTS

SORT PLAYER REPORT ELEMENTS

FILTER PLAYER REPORT ELEMENTS

MORE DETAILED PLAYER REPORTS

VIEW MULTIPLE PLAYER REPORTS

ANALYZE PLAYER REPORTS

SORT PLAYER REPORT ELEMENTS

FILTER PLAYER REPORT ELEMENTS

LOGOUT

PART I: THE ADMINISTRATOR CONSOLE

CREATE CONSOLE

LOGIN

CREATE USER LOGINS

DELETE USER LOGINS

RESET LOCKED PLAYERS

MANUAL DATABASE ACCESS

MODIFY TABLES AND DATA IN TABLES

LOGOUT